



Purpose	Provide excellent and enthusiastic customer service to enhance the blood donor experience. Engage with blood donors to promote blood donation and set the stage for a long-term commitment to regular blood donations. Express gratitude and ensure each blood donor is sincerely thanked for their donation.
Key Responsibilities	<ul style="list-style-type: none">• Model excellent customer service behaviors. Greet donors, escort as necessary and assist with initial intake and hand offs through the blood donation process.• Ensure blood donors have relevant information and that questions are answered appropriately while creating a favorable impression of the blood donation process.• Learn and share the Red Cross story, including the mission, vision, and values.• Attend to donors in the Hospitality Area by ensuring that each donor is recognized for his/her contribution and watched for possible adverse physical reactions.• Set up and maintain cleanliness in Reception and Hospitality Areas.• Work with collections team supervisor or charge staff to help convert right type donors to donations with maximum impact.• Responsible to inform donors of current and upcoming donation promotions.• May make reminder calls, re-schedule donor appointments, and perform follow up activities as directed.
Time Commitment	Variable; preferred commitment: 1+ shift/month, average shift is 5-6 hours.
Qualifications	<ul style="list-style-type: none">• Ability to display the utmost professionalism and communication skills.• Extremely comfortable working with people from diverse communities and backgrounds.• Ability to understand technology needed for position: Donor Check-in, Donor Tablet, Rapid Pass, Donor App.• Ability to explain/teach technology to donors and fellow volunteers.• Ability to regularly commit to schedule, arrive punctually and adapt to a change driven culture.
Training	<ul style="list-style-type: none">• Onboarding with the American Red Cross Biomedical Dept.• Donor Ambassador Training.• Ongoing training and refresher courses.
Length of Appointment	Preferably 6 months – 1 year, renewable each year.

Development
Opportunities

- Gain valuable training and experience while providing an invaluable service to your community.
- Network and meet new people.
- Develop customer service skills that last a lifetime.

Volunteer Availability
Needed

- During business hours
- On Weekends and/or Evenings (as needed)
- I'm flexible

Apply for Position

Begin application at <http://www.redcross.org/volunteer>

For More Information

Contact Nate Gilbert, nathan.gilbert@redcross.org or (208) 488-5231